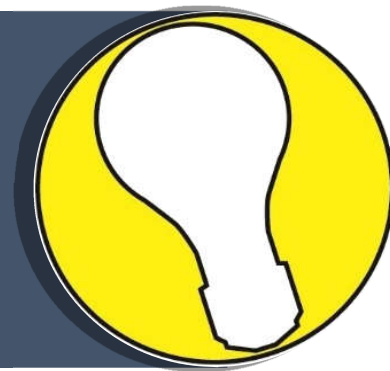


General Manager Newsletter

North Attleborough Electric Department

NOVEMBER 2021



Monthly Update of NAED Activities

On behalf of the Board of Electric Commissioners (Chairman John Gould, Vice Chairman Steven Cabral, Commissioner Dale Langille, Commissioner John F. Casey & Commissioner Craig Cameron), it is a pleasure to provide this month's update relative to NAED Events and Activities.

One of the many trees and power lines down due to the Nor'easter on October 26, 2021. Our crews worked diligently during the storm to restore power to our customers.



ED GM Peter

NAED is one of only forty (40) municipal electric departments within the Commonwealth of Massachusetts established under the provisions of M.G.L.c. 164. We are committed to promoting the interests of "Public Power" on behalf of the citizens of this community.

275 Landry Avenue
North Attleborough, MA 02760
Telephone: 508-643-6300
Fax: 508-699-5603 www.naelectric.com



I. NAED Calendar Contest winners

The winners of the calendar contest were chosen and will receive their certificates and gift cards at an upcoming meeting of the Board of Electric Commissioners, along with local dignitaries, friends and family. The annual Calendar Contest event is held in October as part of "Public Power Month". NAED sponsors, in conjunction with the North Attleboro School Department and St. Mary's Sacred Heart School, a contest for children in 3 & 4th grade, and also this year our 7 & 8th grades. We received 130 drawings and our staff enthusiastically views all the pictures and picks their favorites.

The theme for this year's contest was, "Climate Change & the Future of Electricity". The drawings will be featured in NAED's "2022 Energy Smart" calendars, which will be available in December, 2021. ***Congratulations to all!***

Krithika	Atchukola	Mrs. Stapleton	Grade 3	Amvet
Trisha	Bhatt	Mrs. Agayby	Grade 4	Amvet
Benjamin	Cetrano	Mrs. Calistra	Grade 4	Falls
Avery	Cole	Mrs. Wojes	Grade 3	SMSH
Neve	Constantine	Mrs. Burns	Grade 8	SMSH
Amelia	DelPriore	Mrs. Palin	Grade 3	Amvet
Braelyn	Fleming	Mrs. Saucier	Grade 3	Roosevelt
Myles	Flores	Mr. Nunes	Grade 8	MS
Salma	Hourani	Mrs. Scafidi	Grade 4	Roosevelt
Alisha	Jha	Mrs. Cupp	Grade 3	Amvet
Ahmad-Zayd	Kinjawi	Mrs. Saucier	Grade 3	Roosevelt
Grace	Langlands	Mrs. Calistra	Grade 4	Falls
Advika	Mehla	Mrs. Cupp	Grade 3	Amvet
Vedanth	Prasanna	Mrs. Picard	Grade 3	Falls
Xyden	Procaccianti	Mrs. Burns	Grade 8	SMSH
Audrey	Reisler	Mrs. Tannock	Grade 3	Martin
Darsh	Verma	Mrs. Picini	Grade 4	Community



II. Additional COVID Relief Discount Approved

The Board voted on September 29, 2021 to provide an additional three months of relief through a 10% bill discount for the October, November and December bills. Since the pandemic started in early 2020 the Board of Electric Commissioners quickly realized help was needed. The Board has authorized a 10% bill discount since June 2020. These bill discounts were in addition to the roughly \$3 Million returned to customers in March 2021 through the PCA (Power Cost Adjustment) & Revenue Credit. NAED is proud that we have given back to our customers over \$2.5 Million in billing discounts thus far.

III. Energy Price Spikes Expected this Winter-

NAED has Contingency Funds to protect our customers from rate shock. Our Commissioners have long adopted a philosophy of maintaining steady rates, along with a Rate Stabilization fund as a first line of defense against price spikes and smooth out supply costs. About half the energy that NAED purchases from the New England market is subject to fluctuations in fuel costs such as natural gas. We are always expanding our portfolio to include competitively priced renewables along with diversifying into fixed priced contracts.

IV. Budget Season at NAED

During the months between October & December, NAED staff is engaged with all aspects of financial planning for the upcoming fiscal year. Planning activities include department budgets, Power Supply forecasting, Revenue forecasting, Capital Improvement projects, department Strategic plans and applicable financial reporting required by law. As part of 2022's financial planning we have kicked off a Cost of Service study to review NAED's financial requirements for the next 5 years. This goal is to focus on delivering excellent reliability, customer service, and safety while not increasing rates. This study should conclude in December and revised rates should be in place early 2022.

V. NAED Online Services

How do I? At the NAED website, www.naelectric.com, you may set up online payment methods. These can include Auto-pay for your account. Under Quick Links, select View/Pay My Bill to begin setting these up for your use. Need help? Call us: 508-643-6300 and follow the prompts. Available in English and Spanish.



VI. Energy Efficiency Rebates

View our Energy Efficiency page at www.naelectric.com for our rebate programs.



VII. NAED and North TV

Click the link below for the interview with our General Manager on the recent storm.

<https://northtv.net/watch/blog/tree-knocks-out-power-on-reservoir-st/>

Please continue to remember our fellow citizens who are defending our country throughout the world. As always, should you have any questions at any time, please feel free to contact me at 508-643-6300.

Sincerely, Peter Schiffman, General Manager

VIII. Good Neighbor Energy Fund

The Massachusetts Good Neighbor Energy Fund is available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance. Income must fall between 60% and 80% of the state's median income levels. You may qualify for up to \$300 in assistance. For income guidelines please visit: <http://magoodneighbor.org/assistance.html> or call NAED at 508-643-6376 for more information.



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